

Venkatakrishnan Sampathkumar

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Program & Enablement Leader — AI-Driven Learning Strategist

Program & Enablement Leader with 19+ years of experience driving enterprise adoption, capability development, and AI-powered learning transformation. Proven success in managing cross-functional programs, scaling enablement initiatives for global product organizations, and influencing leadership decisions through data-driven insights. Skilled in Generative AI, digital adoption, and L&D strategy with strong expertise in program management, stakeholder engagement, and business impact measurement.

Core Competencies

- Program & Project Management — Stakeholder Engagement — Change Management
- Generative AI & Agentic AI — Large Language Models (LLMs)
- Learning Strategy & Enablement — Instructional Design — Digital Adoption
- Data Analytics & Dashboards — Executive Communication — LMS Platforms

Professional Experience

Specialist – Learning & Development (Program Manager – AI Enablement & Adoption)

Jul 2022 – Present

EdgeVerve Systems

- Led enterprise-wide enablement strategy, driving adoption of EdgeVerve AI products across 2000+ employees through 100+ blended learning programs (ILT, eLearning, certifications). Achieved learner satisfaction of 4.5+/5.
- Directed digital learning transformation by deploying scalable programs on the Academy LMS, improving learner engagement and reducing time-to-productivity for new hires and engineers.
- Partnered with engineering & documentation teams to develop AI-driven enablement tools, streamlining product documentation and eLearning content creation.
- Influenced leadership decision-making by designing data-driven dashboards and delivering executive presentations to align enablement strategy with business goals.

Senior Operations Manager – Learning & Development

Oct 2018 – Jun 2022

Infosys BPM Ltd

- Managed training operations and certification strategy across AWS, Azure, GCP, and soft skills, enabling workforce upskilling aligned with EdgeVerve product strategy.
- Directed BI dashboard enhancements for analytics-driven reporting, enabling leadership visibility on adoption and performance.
- Led LMS change management initiatives and continuous improvement programs across the enterprise.

PMO Operations Manager

Mar 2012 – Sep 2018

Infosys BPM Ltd

- Delivered PMO enablement support for 1,000+ managers, including tool adoption, onboarding, and process training.
- Designed knowledge management initiatives (video content, Wikis) to capture tacit organizational knowledge.

Senior Customer Service Executive

Mar 2010 – Mar 2012

RR Donnelley

- Managed design services workflow, stakeholder escalations, and customer query resolution.

Senior Process Associate

Sep 2007 – Jan 2010

TCS e-Serve Limited

- Conducted foreclosure audit reviews and trained new hires in Pre-Foreclosure processes.

Process Associate

Mar 2006 – Sep 2007

Hewlett Packard

- Supported customer success teams with service contract amendments and back-end support processes.

Education

Bachelor of Science in Mathematics

2003 – 2006

Loyola College, Chennai, India

Certifications

- Microsoft Azure AI Fundamentals (AI-900)
- Infosys Certified Gen AI Professional (Foundation)
- EdgeVerve Certified Gen AI Developer
- Certified Trainer – EdgeVerve AI Next Platform
- Lean Six Sigma Green Belt (2.5 FTE savings)
- Infosys Certified Knowledge Management Practitioner
- **CPTD – Certified Professional in Talent Development (ATD)**
(In Progress, expected FY '25)